

Position Description for Visa Clerk

BASIC FUNCTION OF POSITION

This position serves in the Nonimmigrant Visa (NIV) Unit and Immigrant Visa (IV) Unit in the Consular Section and reports to the Visa Chief. It requires a Secret security clearance to perform duties primarily related to biometric enrollment (fingerprint collections) for both NIV and IV applicants. Incumbent will also assist with routine NIV and IV Unit administrative tasks and manage special consular projects as assigned.

MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Fingerprinting. (65%)

Incumbent is responsible for collecting fingerprints from NIV and IV applicants using an inkless electronic device. Duties include visually confirming the visa applicant's identity based on the passport biographic information and photo, instructing applicants in proper placement of fingers on the fingerprint scanning machine, annotating when necessary, and capturing the fingerprints using biometrics software.

2. Other routine duties (20%)

Incumbent performs a wide variety of visa processing duties including, but not limited to, screening incoming documentation and information from a variety of sources; examining adjudication records; processing consular correspondence; performing mandatory database name checks; assisting with data input; printing visas, placing visa foils into passports and conducting a final quality review,; filing and tracking passports and cases; and performing other routine NIV and IV Unit tasks.

3. Special Projects (15%)

Incumbent carries out special projects as assigned and directed by the Visa Chief, which may include assistance in public outreach, Fraud Prevention Unit investigations, investor visa document analysis, consular in-service day event organizing, routine data-entry and case processing in the American Citizens Services (ACS) unit, or other projects as proposed by incumbent or supervisor.

QUALIFICATIONS REQUIRED

1. **Education:** Completion of high school is required.
2. **Prior Work Experience:** One year of office experience or customer service experience is required.
3. **Post Entry Training:** N/A

4. **Language Proficiency:** Level IV (Fluent) speaking/reading/writing English is required.
5. **Job Knowledge:** Must have general knowledge of State Department's regulations and visa process procedures. General understanding of the U.S. mission in Taiwan in the context of U.S.-Taiwan relations.
6. **Skills and Abilities:**
 - 1) Must possess excellent customer service skills and the ability to adjust to change, work pressures, and handle complex or difficult situations.
 - 2) Must possess basic keyboarding (Word processing) skills.
 - 3) Good analytical, drafting, editing, and re-writing skills are essential.
7. **Other:** Must be able to possess a SECRET security clearance.

POSITION ELEMENTS

1. **Supervision Received:** Direct supervisor is the Visa Chief.
2. **Supervision Exercised:** None
3. **Available Guidelines:** 7 FAM, 9 FAM, INA, Guidance/Cables/SOPs/Best Practices from the Department.
4. **Exercise of Judgment:** Must exercise independent decision for successful resolution of a wide range of common problems encountered in the visa print room and during the biometric enrollment collection process. Judges identify of visa applicants and acceptability of fingerprint scans.
5. **Authority to Make Commitments:** None.
6. **Nature, Level and Purpose of Contacts:** Deals with the general public and Taiwan's working level government/public officials.
7. **Time Expected to Reach Full Performance Level:** Three months.